

Problem Solving (PS)

COURSE NUMBER **FAA01281**

For information about this course, contact:
FAA Program Manager: Shepherd Curl
(386) 446-7132

DESCRIPTION AND LEARNING STRATEGY

This course is designed for employees who are in positions or roles with problem-solving responsibilities. We all have our own unique styles of responding to a problem situation when confronted. This course examines a four-step problem solving model including problem definition, situation analysis, options generation and analysis, and problem solution. It utilized interactive lecture/discussion, application exercises, and small group work. It also reviews various methods and tools which support successful completion of each of the four steps in the model.

OBJECTIVES

At the conclusion of this workshop, participants will enhance the following skills:

- Demonstrate the procedures to resolve identified work issues.
- Write a problem statement that meets provided criteria.
- Demonstrate the techniques for analyzing issue(s) to identify causes.
- Demonstrate the process to identify possible solutions.
- Demonstrate the procedures to selecting a solution.
- Develop an action plan for the selected solution.

RELATED COMPETENCIES

- Building Alliances
- Communication
- Innovation
- Interpersonal Relations and Influence
- Managing Organizational Performance
- Problem Solving

CLASS SIZE

12 participants

LENGTH

6 hours

(Class times may vary)

LOCATION

Customer site or
FAA Center for
Management and
Executive Leadership
Palm Coast, Florida

UPCOMING DELIVERIES

This course is currently
available only as a
fee-for-service delivery.

WHO SHOULD ATTEND

Individuals and intact
teams responsible for
addressing organizational
or operational issues within
their groups

ENROLLMENT

To arrange a **fee-for-
service delivery**,
call Shep Curl at
(386) 446-7132.

PREREQUISITE

None

PRECOURSE

None

RELATED COURSES

Staff Study Fundamentals
([FAA01259](#))
Systems Thinking
([FAA01277](#))